

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D307) AMPB COMPUTER SYSTEM ADMINISTRATION

TA No: 223-Rev2

Task Area Monitor: **Alternate Task Area Monitor:**

NASA POC: None **Software Control Class:** Low Control

Type of Task: Non-Recurring Task

2. **BACKGROUND**

The Advanced Materials and Processing Branch (AMPB) computing environment consists of UNIX, Mac and PC workstations located in Buildings 1148, 1205, 1293A and 1293C. The operating systems include LINUX, Mac OSX, Windows NT, 2000 and XP. Application software includes various commercial data acquisition and analysis, office suite, and graphics software packages. On-site system administration for hardware and software is required to maintain network security and resource availability for NASA personnel, contractors and grantees, within and outside the Langley network domain.

3. **OBJECTIVE**

The objective of this task assignment is to provide system administration support for the Advanced Materials and Processing Branch.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:

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Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required general IT support services.

The services of System and IT Security Administration shall be provided for all networked non-ODIN computer systems and printers. The level of security shall be consistent with NPG 2810.1. AMPB's networked computer inventory consists of approximately 5 Macintosh systems, 70 Windows based systems and 15 laser printers. If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

The services of System Administration (SSA) and System Software Maintenance (SSM) are required for the items of equipment or software that are checked in the respective columns of Exhibit A. Applications Management for all of the systems is assumed; software consists primarily of COTS Standard Office Products.

Customer Support and IT Consultation and Training:

The Contractor shall provide the basic level of Customer Support and IT Consultation and

Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:

For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the LaRC point of contact for procurement.

The Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

Contractor personnel will be located on-site in the B1293 Complex area. Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations outside of normal working hours will be monitored and problems will be reported to the Technical Monitor within 2 hours of the start of the next business day.

General IT Support Services Performance Metrics

Performance Standard: The systems to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions.

Performance Metrics:

- Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.
- Meets: Daily tuning of systems is performed. Response to problems during prime shift is within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. Users are kept informed.
- Fails: Systems are not tuned and users are not informed of system problems.

Performance Standard: The security of systems and data that fall under this TA is ensured.

Performance Metrics:

- Exceeds: The system meets the baseline IT security requirements for the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management, and approved by the LaRC IT Security Manager; security controls are followed in accordance with the IT System Security Plan for the System; any IT Security incidents are reported to the LaRC IT Security Manager and the NASA Technical Monitor within 30 minutes of incident after they are discovered; user accounts are removed by the close of business of the day that the requirement for an account is terminated and notification is received.
- Meets: All baseline IT security requirements for the information category of the System are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; security controls are followed in accordance with the IT System Security Plan for the System; user accounts are removed within one week of the

termination of the requirement for an account and notification is received; and any IT Security incidents are reported to the LaRC IT Security Manager within 2 hours of incident after they are discovered.

Fails: The system does not comply with the baseline IT security requirements for the information category of the System and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; security controls are not properly followed; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager and the NASA Technical Monitor.

Performance Standard: Response to requests for help is given prior to the end of the next business day. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given.

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within the next business day. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

[Exhibit A](#)
[Exhibit A](#)

8. SPECIAL SECURITY REQUIREMENTS

None.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly. The

following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness, cost, and staffing will be discussed. The contractor shall maintain minutes; and at the beginning of each meeting the minutes of the previous meeting will be reviewed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

Within two weeks from receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost, and schedule. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.